

	UAMS NWA Special Populations Weekly Report						
		Week Ending					
		12/12/2020	12/5/2020	November 2020	October 2020	September 2020	YTD
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	396	269	844	484	234	2166
	# Indexes Complete	358	237	758	428	203	1930
	% Indexed Complete	90.4%	88.1%	89.8%	88.4%	86.8%	89.1%
	# Indexes unreachable (Max Attempts)	32	32	86	56	31	230
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	8.1%	11.9%	10.2%	11.6%	13.2%	10.6%
	# Indexes Attempted calls (all completions + at least 1 attempt)	396	269	843	484	234	2165
	Average time from Index Received to Index Reached	0.11:04.01	0.07:48.18	0.09:56.38	0.12:25.05	0.20:30.04	0.11:38.58
	Average Index Handle Time	0.00:24:25	0.00:30:45	0.00:29:04	0.03:08:01	0.08:02:28	0.01:27:49
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	82.3%	82.2%	81.5%	71.1%	59.8%	77.1%
	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	100.3%	100.0%	98.5%	96.5%	95.3%	98.2%
Contacts	# contacts generated	974	660	2030	1306	785	5608
	# contacts generated per Index Complete	2.7	2.8	2.7	3.1	3.9	2.9
	# contacts complete	813	607	1818	1050	543	4690
	% contacts complete	83.5%	92.0%	89.6%	80.4%	69.2%	83.6%
	# contacts unreachable (Max Attempts + missing phone numbers)	61	22	80	124	46	334
	% contacts unreachable (Max Attempts + missing phone numbers)	6.3%	3.3%	3.9%	9.5%	5.9%	6.0%
	# contact ATTEMPTED (all completions + at least 1 attempt)	838	621	1752	1132	601	4931
	Average Time from Contact Generated to Contact Reached	0.10:27:26	0.08:37:05	30.22:19:12	1.07:10:10	1.18:17:05	22.14:31:35
	Average Contact Handle Time	0.00:20:10	0.00:15:05	0.00:13:35	0.00:29:28	0.00:18:12	0.00:20:33
	% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	86.7%	93.4%	86.7%	76.7%	63.9%	81.8%
	% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	89.9%	96.0%	90.6%	84.8%	71.2%	87.0%
	Average Time from receipt of initial case name to full completion of all related contacts	1.01:59:37	0.14:40:30	1.16:13:44	1.18:02:42	3.20:55:16	2.03:31:13